

**Province: Municipality(Code) - Schedule of Service Delivery Standards Table XX**

Standard	Description	Service Level
<b>Solid Waste Removal (Municipal Services)</b>		
Premise based removal (Residential Frequency)		One a week
Premise based removal (Business Frequency)		Once a week/ as per requested by the Business
Bulk Removal (Frequency)		Once a week/ as per requested
Removal Bags provided(Yes/No)		Yes
Garden refuse removal Included (Yes/No)		Yes
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		As and when required (due to shortage of staff to cover all areas)
How soon are public areas cleaned after events (24hours/48hours/longer)		48 Hours (maximum)
Clearing of illegal dumping (24hours/48hours/longer)		Longer ( Department has a shortage of resources to render this service)
Recycling or environmentally friendly practices(Yes/No)		Yes ( although not in all areas of BCMM as per the Waste Act)
Licenced landfill site(Yes/No)		Yes
<b>Water Service (Infrastructure Services)</b>		
Water Quality rating (Blue/Green/Brown/NO drop)		95%
Is free water available to all? (All/only to the indigent consumers)		Only to Consumers deemed as Indigents
Frequency of meter reading? (per month, per year)		Once a month, 12 times a year
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Based on historical actual consumptions
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		3 months max
<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>		
One service connection affected (number of hours)		1-2 hours
Up to 5 service connection affected (number of hours)		2-4 hours
Up to 20 service connection affected (number of hours)		8-4 hours
Feeder pipe larger than 800mm (number of hours)		12-24 hours
What is the average minimum water flow in your municipality?		600l/day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty water meters? (days)		1 day
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No
<b>Electricity Service (Infrastructure Services)</b>		
What is your electricity availability percentage on average per month?		
Do your municipality have a ripple control in place that is operational? (Yes/No)		Yes
How much do you estimate is the cost saving in utilizing the ripple control system?		
What is the frequency of meters being read? (per month, per year)		month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		3
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		3
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		
How long does it take to replace faulty meters? (days)		
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes
How effective is the action plan in curbing line losses? (Good/Bad)		Bad
How soon does the municipality provide a quotation to a customer upon a written request? (days)		30
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		30
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		30
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		60
<b>Sewerage Service (Infrastructure Services)</b>		
Are your purification system effective enough to put water back in to the system after purification?		Yes
To what extend do you subsidize your indigent consumers?		Free Service
<b>How long does it take to restore sewerage breakages on average</b>		
Severe overflow? (hours)		upto 24 hrs depending on severity, location
Sewer blocked pipes: Large pipes? (Hours)		upto 9 hrs depending on accessability and depth
Sewer blocked pipes: Small pipes? (Hours)		1 - 3 hrs depending on accessability and depth
Spillage clean-up? (hours)		1 - 6 hrs dependant on severity of spillage
Replacement of manhole covers? (Hours)		1 - 4 hrs dependant on location, resources
<b>Road Infrastructure Services (Infrastructure Services)</b>		
Time taken to repair a single pothole on a major road? (Hours)		3hrs
Time taken to repair a single pothole on a minor road? (Hours)		5hrs
Time taken to repair a road following an open trench service crossing? (Hours)		10hrs (Working hrs)
Time taken to repair walkways? (Hours)		48hrs (Concrete), Asphalt (3hrs)
<b>Property valuations (Financial Services)</b>		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		3 months
Do you have any special rating properties? (Yes/No)		No

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<b>Financial Management (Financial Services)</b> Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)  Are the financial statement outsources? (Yes/No) Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance? How long does it take for an Tax/Invoice to be paid from the date it has been received? Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?		No - However ad hoc support is used to assist with Caseware.
<b>Administration (Financial Services and City Manager's Office)</b>  Reaction time on enquiries and requests?  Time to respond to a verbal customer enquiry or request? (working days)  Time to respond to a written customer enquiry or request? (working days)  Time to resolve a customer enquiry or request? (working days) What percentage of calls are not answered? (5%,10% or more) How long does it take to respond to voice mails? (hours) Does the municipality have control over locked enquiries? (Yes/No) Is there a reduction in the number of complaints or not? (Yes/No) How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)  How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		Attended to immediately, but may need to wait for a response from other departments Immediate response, but may need to wait for a response from other departments Up to 5 working days, but may need to wait for a response from other departments Can take up to 70 working days depending on the nature of the query Less than 2% n/a n/a Yes 1 day
<b>Community safety and licensing services (Health and Public Safety)</b> How long does it take to register a vehicle? (minutes) How long does it take to renew a vehicle license? (minutes)     How long does it take to issue a duplicate registration certificate vehicle? (minutes) How long does it take to de-register a vehicle? (minutes)    How long does it take to renew a drivers license? (minutes)  What is the average reaction time of the fire service to an incident? (minutes) What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		Aprox 15min Aprox 12mins    Aprox 21 days- application goes off to DOT to be authorised once authorised customer is contacted, he/she comes in to make payment  Aprox 15mins  Depending on the queue and applicant, if the form is correctly completed, what they are applying for, and if they are able to withstand the eye test, PRDP takes about 20min, code 08 & 10, 10-15mins 8 TO 10 MINUTES (AVERAGE ATTENDANCE TIME) Service not rendered by BCMM Service not rendered by BCMM
<b>Economic development (Economic Development and Agencies and / Development and Spatial Planning)</b> How many economic development projects does the municipality drive? How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? What percentage of the projects have created sustainable job security? Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		
<b>Other Service delivery and communication (Executive Support Services and Financial Services)</b> Is a information package handed to the new customer? (Yes/No) Does the municipality have training or information sessions to inform the community? (Yes/No) Are customers treated in a professional and humanly manner? (Yes/No)		No Yes, occasionally Yes